



Fleet Trainer Course

Pre-Course Information

This course is vital in giving you the opportunity to develop your skills to deal with a wide variety of corporate clients and drivers with a range of abilities.

Over the 2 ½ days you will spend with us, your trainer will be there to guide you through and to give you as much opportunity as possible to develop, practice and to demonstrate your new and existing skills.

This document gives you an overview of the course, so you know what to expect from each of the sessions.

Workshop 1

When will I take this workshop?

This workshop will take place on the morning of **day 1** of the course.

What will this workshop involve?

This workshop is an introduction to the world of fleet training. On the agenda for this session is:

- Overview of the role of a fleet trainer
- The qualification process, including details of the examinations
- Full outline of the course
- Presentation skills
- Report writing skills
- Where to find fleet work
- Business admin when dealing with business clients
- You will also take your Fleet Theory Test during this session (information on the next page)



Fleet Theory Test

When will I take the Fleet Theory Test?

During workshop 1 (on day 1) you will be expected to sit your fleet theory test, therefore you will need to ensure you have prepared for this, prior to this workshop.

What does the test involve?

This test consists of 100 multiple choice questions split into four bands. 90 minutes is allowed to take the test (no hazard perception test is required).

Band 1 - Driving practices & Procedures / Road & Traffic Signs / Motorway Driving

Band 2 - Driver Attitude / Driver & the Law / Environmental Issues

Band 3 - Vehicle Dynamics & Handling / Accident Procedures

Band 4 – Instructional Coaching Techniques / Hazard Perception

The overall pass mark for the theory test is 85%, however you must reach a minimum mark of 80% in each of the four main topic areas given above.

IMPORTANT: Please ensure you take the time to prepare for this test as no training will be offered on the day.

Recommended Reading

The Highway Code (published by the Stationary Office)

The Motor Vehicles (Driving Licences) Regulations 1999. (as amended)

Know your Traffic Signs-published by The Stationary office

The Official DVSA Theory Test for Car Drivers & The Official Highway Code-published by The Stationary Office

The Official DVSA Theory Test for Drivers of Large Vehicles-published by The Stationary Office

The Official Guide to Driving-the essential skills-published by The Stationary office

The Official Guide to Learning to Drive-published by The Stationary office

Helping Learners to Practice-The Official Guide-published by the Stationary Office

The Official DVSA Guide to Driving Goods Vehicles-published by the Stationary Office

Roadcraft the Police Drivers Handbook

Instructional Techniques and Practice for Driving Instructors-by L Walklin-published by Stanley Thornes (publishers Ltd)

Practical Teaching skills for Driving Instructors-by J Miller, M Stacey and D Scriven-published by Kogan Page



The Driving Instructors Handbook-by J Miller & M Stacey-published by Kogan Page
INS57P Leaflet, Information on Driving Licences-published by DVLA. (Available from Post Offices or DVLA)

Workshop 2

When will I take this workshop?

This workshop will take place on the afternoon of **day 1** of the course.

What will this workshop involve?

During this workshop, we will conduct an on-road assessment of your driving to establish your current level of ability. From this assessment, we will create a personalised training plan for the remainder of the workshop. Your driving needs to be at a high standard, so we will be looking for a professional drive, similar to the drive you demonstrated in your qualifying tests to become an ADI. We will give you all the necessary development, however ultimately it is down to you to demonstrate the high standard that you should already be demonstrating as a qualified ADI. We'll also be asking you to carry out a commentary drive. Again, development will be given but if you are unfamiliar with carrying out commentary drives, we would recommend you research this prior to attending this workshop. Commentary is a vital skill for fleet trainers, as this is a tool often used when developing the skills of more experienced drivers.

You'll be using your own car for this part of the course. Your vehicle must be roadworthy and meet all the usual requirements of a DVSA driving test.

Recommended Reading

Commentary driving videos:

<https://youtu.be/suXMDpwYrhc>
<https://youtu.be/y5h6-69FZSA>

The Highway Code (published by the Stationary Office)

The Motor Vehicles (Driving Licences) Regulations 1999. (as amended)

Know your Traffic Signs-published by The Stationary office

The Official DVSA Theory Test for Car Drivers & The Official Highway Code-published by The Stationary Office

The Official DVSA Theory Test for Drivers of Large Vehicles-published by The Stationary Office

The Official Guide to Driving-the essential skills-published by The Stationary office

The Official Guide to Learning to Drive-published by The Stationary office

Helping Learners to Practice-The Official Guide-published by the Stationary Office

The Official DVSA Guide to Driving Goods Vehicles-published by the Stationary Office



Roadcraft the Police Drivers Handbook

Instructional Techniques and Practice for Driving Instructors-by L Walklin-published by Stanley Thornes (publishers Ltd)

Practical Teaching skills for Driving Instructors-by J Miller, M Stacey and D Scriven-published by Kogan Page

The Driving Instructors Handbook-by J Miller & M Stacey-published by Kogan Page

INS57P Leaflet, Information on Driving Licences-published by DVLA. (Available from Post Offices or DVLA)

Workshop 3

When will I take this workshop?

This workshop will take place on **day 2** of the course and lasts a full day (7-8 hours)

What will this workshop involve?

This full day workshop is designed to prepare you for working as a fleet trainer. It will develop your coaching skills and ensure you have the necessary skills to deal with full licence holders. You will:

- Learn appropriate ways to discuss pre-driver and pre-vehicle checks
- Learn about driving risks and how these compare to driving faults
- Learn how to effectively prioritise risks
- Learn appropriate ways to record risks identified
- Learn effective and appropriate ways of communicating driving risks to an experienced driver
- Learn and develop coaching techniques to offer the best development training to an experienced driver
- Demonstrate your presentation skills by providing a short occupational risk related presentation (**preparation needed – information provided further on in this document**)
- Discuss additional driving risks through the use of an ‘additional subject’ (further notes on this are contained further on in this document)
- Demonstrate your ability to provide a risk assessment report

What will I need to do to prepare for this workshop?

You will need to:

1. Put together a short 10-minute presentation designed to raise awareness of occupational road risk. The presentation can be on any road risk topic of your choice (or multiple topics). It should be interactive and contain statistics and validation. Ideally, you will present this professionally on a laptop or tablet device.
2. Print 3 copies of the ‘Training Risk Assessment Report’ and bring them with you to the session
3. Any research/study you can do on coaching techniques will be useful preparation for this workshop

Additional Subjects

You will be required to deal with a number of 'additional subjects' during this workshop. These are subjects that could typically come up in conversation during a training session with an experienced driver that are not necessarily practical risks that you would see being demonstrated. Some examples of the type of things that you may be required to deal with during this session include:

Attitude & Culture

The ability to identify any weaknesses in attitude to other road users and demonstrate/discuss the benefits of a considered approach to driving.

Legal Requirements

An understanding of the legal requirements concerning the use of motor vehicles on a road; including road traffic accident procedures.

Driver / Passenger Safety

Have a good understanding and be able to discuss the importance of the issues affecting driver/passenger safety. Including drink/drugs, illness, tiredness etc. Also the advantages and disadvantages of ABS, Traction control etc.

Vehicle Safety / Sympathy

Good understanding of basic mechanical principles and be able to convey the reasons and importance of vehicle safety checks.

Vehicle Loading and Security

Ability to demonstrate / discuss the correct way of loading vehicles and discuss the effects on vehicle handling. Also discuss leaving vehicles properly secured etc.

Dealing with Aggressive Drivers

Understanding and the ability to give correct advice on preventing and dealing with inappropriate behaviour by other drivers.

Environmental Effects

Ability to demonstrate and discuss the benefits of good driving practice on the environment, including fuel savings. Knowledge of the principles and the application of Eco-safe driving are important.

Driving Ability Test

When will this test take place?

This test will take place following completion of workshops 1 and 2 and on **day 3** of the course. It will usually take place on the same day as your coaching ability test, unless arranged otherwise.

What will this test involve?

This is a test of your driving ability. It will last approximately 60 minutes, during which you will be expected to drive to a high standard. You'll be asked to carry out at least one manoeuvre, as well as a commentary drive. The route will be pre-planned and will take in as many different road types and varying traffic situations as possible. You will be allowed no more than 4 driving faults and of course, no serious or dangerous faults will be allowed.

What will I need to do to prepare for this test?

You will need to have attended workshop 2 prior to attempting this test. You will also need to have followed any guidance and advice issued during workshop 2 and applied this guidance since taking the training.

What will happen if I don't pass?

You are allowed a maximum of 3 attempts at this test. All retests are included within the course fee, so you won't need to pay anything towards any retests. However, if you don't pass your 3rd attempt at this test you will not pass the course. You will then need to wait two years until you can retake the course.

Coaching Ability Test

When will this test take place?

This test will take place following completion of workshops 1 and 2 and on **day 3** of the course. It will usually take place on the same day as your driving ability test, unless arranged otherwise.

What will this test involve?

This is a test of your coaching ability. It will last approximately 60 minutes, during which you will be expected to demonstrate your ability to deliver a fleet training session. The test involves roleplay – your examiner will play the role of the client/driver. The test is based on what you will have learned on workshop 3. The route taken will be pre-planned by the examiner.

What will I need to do to prepare for this test?

You will need to have attended workshop 3 prior to attempting this test. You will also need to have followed any guidance and advice issued during workshop 3 and applied this guidance since taking the training.

What will happen if I don't pass?

You are allowed a maximum of 3 attempts at this test. All retests are included within the course fee, so you won't need to pay anything towards any retests. However, if you don't pass your 3rd attempt at this test you will not pass the course. You will then need to wait two years until you can retake the course.